

Understand Claims Processing Speed

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It has come to our attention that some users may be experiencing longer than normal claims processing speeds. With the new meal pattern, new edit checks had to be put in place, which causes the processor to take more time to properly analyze and evaluate each meal. When claims are processed in Minute Menu HX, the claims processor looks at all of the meal records, daily attendance, meal attendance and child data in order to evaluate meal compliance. With the new meal pattern changes, in order to calculate the lowest reimbursable meal for the whole grain and juice edit checks, the claims process has to compare the data 3x more than it did for the old meal pattern – this results in slower processing times.

For example, the whole grain edit check must look at each meal served for the day to determine if a whole grain-rich food item was served. If a whole grain-rich food item was not served, it must then look at each of the meals again to determine which meals have already been disallowed for any other reason and which meal is the lowest reimbursable meal to disallow. This is significantly different than the way that the other HX edit checks work and takes more time to complete since meals must be evaluated multiple times for the processor to determine which meal is appropriate to disallow.

Because of these changes, many sponsors are seeing a slowdown in claims processing on both local and Cloud Connected databases. Processing speeds are slower due to the complexity of the new edit checks required by the new meal pattern changes.

Cloud Connect

Processing for Cloud Connect Sponsors is handled on Minute Menu servers. We are making some changes to our Cloud Connect claims processor at the end of this month (January 2019) to improve processing times.

Local Database

The speed of claims processing for Sponsors who use a local database is determined by many factors in your local environment, including the age and condition of your hardware, your database condition, and your system resources. To ensure that you get the fastest claim processing speeds possible, we recommend you do the following:

1. Ensure that your system meets the [Software Requirements](#).
2. Install available system updates to your local computer. For instructions, see [Windows Update FAQ](#).
3. Compact your database with the HX Local Backup & Restore application. To do so, go to Start > All Programs > Minute Menu HX > Tools > HX Local Backup & Restore, and click Compact Database. Keep in mind that compacting your database may take some time to complete, especially if you have not run the process before. We recommend that you run this process at the end of the day when no one is working in Minute Menu HX. You should compact your database at least once per month.
4. Ensure that system resources are not being exceeded during claims processing. To check your system resources, open Task Manager (Type **Ctrl + Alt + Delete** and select Start Task Manager), and click the Performance tab. Check the CPU Usage box. If the percentage in this box is high, system resources are being strained, which can slow down claims processing. You can end tasks that you aren't currently using to minimize the amount of resources being used.